CTS Advisory Council
November 7, 2013
1500 Jefferson Street
Olympia, Washington

Welcome/Introductions

Laura Parma, Consolidated Technology Services (CTS), opened the meeting on behalf of Christy Ridout. Laura inquired of the council if they would like to continue in 2014 with 90-minute meetings each month. The group agreed.

Attendees: Rob St. John (CTS), Cathy Munson (LSC), Bob Lanouette (LNI), Ron Seymour (DFI), Doug Hoffer (DOC) Carl Harris (AGR), Steve Young (DNR) Sue Langen (DSHS), David Sorrell (DOR), Rich Campbell (HCA), and Debbie Stewart (ECY)

Guests: Lance Calisch (CTS), Agnes Kirk (CTS), Kay Metsker (CTS), and Molly O'Donnell (CTS)

Security DP

Agnes Kirk provided a review of the elements of the Security Decision Package and their planned implementation timeframes. She shared that most of the elements will be provided as part of the allocated service from CTS. Specific elements discussed included: Vulnerability Management, Logging and Monitoring, Discovery Tool, Enterprise Forward Proxy, Anti-Virus, Data Loss Prevention, Mobility Support, and Web Application Firewall. Agnes also reviewed that the decision package which included additional staff, "tiger team", that will be available to assist agencies with activities to strengthen security or respond to a specific security situation.

Action Item: Agnes will conduct a survey in 2014, of Anti-Virus tools currently in use in the community.

Action Item: Agnes will follow-up on a question raised by Ron Seymour - is there is a way to block XP machines from being able to remotely connect.

Rob St. John shared that the OCIO will be filling a security position. The OCIO has a focus on policy and standards while the CTS Security Team has a focus on operations.

Office 365

Lance Calisch reviewed the Service Inquiry document provided to conduct an assessment of Office 365. CTS is looking at both hardware refresh requirements for the Shared Services Email service and the desire to migrate from Exchange 2010 to Exchange 2013. An assessment will be the conducted to determine the functional areas where state requirements could not be met with Office 365 as well as a financial review. Lance will be contacting key agency subject matter experts to assist in the review. Sue Langen asked about independence of the evaluation. Gartner was used in the last review and will be used in this review as well. It was discussed that Gartner could provide input regarding other state experiences. Rob suggested that the Advisory Council can play a role in the review of

the assessment. Lance expects to complete the assessment in January 2014.

Lync Service Update

Lance had a follow up action from the October meeting to provide additional information about Lync on rate reduction, tiered approach, and level of interest. Lance shared the rates and assumptions used to build the rates which are $3.50 per user/month for basic service and $4.75 per user/month for enterprise service (including the ability to initiate multi-party conferences). A plan will be developed and communicate that the current Live Communication Service (LCS) will be brought down in order to bring up the Lync system. It will be about a 3-month effort to move to implementation. There was also a discussion about records retention and implications for Lync as a tool. Rob St. John said he would follow up with the OCIO regarding the records discussion.

Action Item: Rob will contact the OCIO regarding records discussion. Following the Council meeting, Rob confirmed the OCIO is taking the lead and has already starting working this issue with Secretary of State and other key stakeholders. Action item complete.

Private Cloud Project

Kay Metsker reviewed the status of the Private Cloud Project and status of the new service. Proof of concept is complete and CTS is moving into the pilot phase. Rates for the service were reviewed along with the feature list and which version of the service will support those features. There was interest from the Council members regarding disaster recovery. Agencies have expressed interest in participating with CTS in the pilot. Rob summarized that CTS is proceeding to the next phase with the pilot, and want to have the service in place to support agency migrations to the State Data Center. The rates are improved from our current offering and are competitive in the marketplace.

Next Meeting

December 4, 2013
Conference Center Room 2331
1500 Jefferson Street
Olympia, WA